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TRANSMITTAL FORM

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Total Number of Pages in This Submission

Application Number	09/826,121
Filing Date	April 4, 2001
First Named Inventor	Andy Ming Lee
Art Unit	2162
Examiner Name	Corrielus, Jean M.
Attorney Docket Number	1602034-0002 (previously 075.0001)

ENCLOSURES (Check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address	<input type="checkbox"/> Status Letter
<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Terminal Disclaimer	<input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):
<input type="checkbox"/> Express Abandonment Request	<input type="checkbox"/> Request for Refund	See Remarks below:
<input type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> CD, Number of CD(s) _____	
<input type="checkbox"/> Certified Copy of Priority Document(s)	<input type="checkbox"/> Landscape Table on CD	
<input type="checkbox"/> Reply to Missing Parts/Incomplete Application	Remarks	
<input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	Transmittal Letter re: Submission of Revised Section 131 Declaration (2pgs); Declaration Under 37 C.F.R. 1.131(executed - with Exhibits 1-17); Return Postcard	

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	White & Case LLP 1155 Avenue of the Americas, New York, NY 10036		
Signature			
Printed name	Thomas V. DelRosario		
Date	January 27, 2006	Reg. No.	46,658

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Signature			
Typed or printed name	Melissa McCool	Date	January 27, 2006

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 09/826,121 Confirmation No. 2317
Applicant : Andy Ming Lee et al.
Filed : April 4, 2001
TC/A.U. : 2162
Examiner : Jean M. Corrielus

Docket No. : 1602034-0002 (previously 075.0001)
Customer No. : 007470

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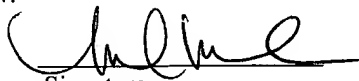
SUBMISSION OF REVISED SECTION 131 DECLARATION

Pursuant to earlier phone conferences between the Office and Applicant's attorneys, the Office expressed its desire to view the "listing of files as substantial evidence to support such allegation set forth in Applicants remark statements." The Section 131 Declaration attached hereto provides the requested source code. As previously agreed with the Office, Applicants have redacted the portions of the source code that do not relate to the allegations in the remarks of the Section 131 Declaration.

Certificate of Transmission/Mailing

I hereby certify that this paper is being facsimile transmitted to the USPTO or deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

Melissa McCool
Name


Signature

January 27, 2006
Date

Applicants assert that in view of the Section 131 Declaration, the Siegel and Takae references do not properly qualify as prior art. With those references removed, the application is patentable over the cited references. MPEP § 706.07(e) states:

If new facts or reasons are presented such as to convince the examiner that the previously rejected claims are in fact allowable . . . then the final rejection should be withdrawn.

Therefore, Applicants request that the Office withdraw the Final Rejection and allow all of the pending claims.

If the Examiner wishes to discuss this matter further, please contact the undersigned at (650) 213-0345.

Respectfully submitted,

Dated: January 27, 2006

By: 

Thomas V. DelRosario, Reg. No. 46,658
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 09/826,121 Confirmation No. 2317
Applicant : Andy Ming Lee *et al.*
Filed : April 4, 2001
TC/A.U. : 2162
Examiner : Jean M. Corrielus

Docket No. : 1602034-0002 (previously 075.0001)
Customer No. : 007470

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Arlington, VA 22313-1450

DECLARATION UNDER 37 C.F.R. § 1.131

I, the undersigned, declare that:

1. My name and residence is as listed below.
2. I am a joint inventor in the above-identified patent application ("The Patent Application").
3. I participated in the development of software that contains an embodiment of the above-referenced patent application prior to March 14, 2001.
4. The claims of the patent application as currently amended are attached as Exhibit 1.
5. The document attached hereto as Exhibit 2 is a true and correct listing of files comprising source code containing an embodiment of the claimed invention as stored in computer archival storage maintained by the assignee of the Patent Application, Alorica Inc. of Chino, California ("Alorica").

6. All of the files listed in Exhibit 2 were created on or before December 8, 2000.
7. All of the files listed in Exhibit 2 were created in the United States of America.
8. The source code contained in the files listed in Exhibit 2, when placed in a properly configured system, comprises an operational embodiment of the present invention.
9. The source code included as Exhibits 3 through 17 are true and accurate printouts of selected source code files listed in Exhibit 2. However, portions of the source code that are not related to the subject matter referred to in paragraphs 10-27 of this Declaration have been redacted.
10. A method, system, or computer program that performs the step of “generating a customer database, including customer records, wherein each customer record tracks a customer,” (Claims 1, 15, and 29) is contained within, *inter alia*, the file titled “Custform.asp.” See Exhibit 2. The source code corresponding to the step of “generating a customer database, including customer records, wherein each customer record tracks a customer,” in the file Custform.asp is included as Exhibit 3 on pages 1-3.
11. A method, system, or computer program that performs the step of “generating a product database, including product records, wherein each product record tracks a product,” (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled “product.asp,” and “Newproduct2.asp.” See Exhibit 2. The source code corresponding to the step of “generating a product database, including product records, wherein each product record tracks a product,” in the file Product.asp is included as Exhibit 4 at page 9. The source code corresponding to the step of “generating a product database, including product records, wherein each product record tracks a product,” in the file Newproduct2.asp is included as Exhibit 17 at pages 1-2.
12. A method, system, or computer program that performs the step of “creating a plurality of modules for use in the multi-functional customer relationship management tool, wherein

each module allows specific access and manipulation of the customer and product databases,” (Claims 1, 15, and 29) is contained within, *inter alia*, the file titled “product.asp.” See Exhibit 2. The source code corresponding to the step of “creating a plurality of modules for use in the multi-functional customer relationship management tool, wherein each module allows specific access and manipulation of the customer and product databases,” in the file Product.asp is included as Exhibit 4 at pages 1-3.

13. A method, system, or computer program that performs the step of “accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information, and servicing information associated with the customer” (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled “searchCust.asp,” “product.asp,” and “Ticket.asp.” See Exhibit 2. The source code corresponding to the step of “accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information, and servicing information associated with the customer” in the file Product.asp is included as Exhibit 4 at page 9. The source code corresponding to the step of “accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information, and servicing information associated with the customer” in the file Searchcust.asp is included as Exhibit 5 at pages 1-3. The source code corresponding to the step of “accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information, and servicing information associated with the customer” in the file Ticket.asp is included as Exhibit 6 at pages 1-2.

14. A method, system, or computer program that performs the step of “allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return

merchandise request, or complaint using one of the plurality of modules” (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled “UpdateCust.asp,” “productMod.asp,” and “extwar.asp.” See Exhibit 2. The source code corresponding to the step of “allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using one of the plurality of modules” in the file UpdateCust.asp is included as Exhibit 7 at page 1. The source code corresponding to the step of “allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using one of the plurality of modules” in the file Productmod.asp is included as Exhibit 8 page 2. The source code corresponding to the step of “allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using one of the plurality of modules” in the file extwar.asp is included as Exhibit 9 at page 10.

15. A method, system, or computer program that performs the step of “allowing a second client representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update inventory information of a product at a warehouse location” (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled “UpdateCust.asp,” “productMod.asp” and “extwar.asp.” See Exhibit 2. The source code corresponding to “allowing a second client representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update inventory information of a product at a warehouse location” in the file UpdateCust.asp is included as Exhibit 7 at page 1. The source code corresponding to “allowing a second client

representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update inventory information of a product at a warehouse location” in the file Productmod.asp is included as Exhibit 8 at page 2. The source code corresponding to “allowing a second client representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update inventory information of a product at a warehouse location” in the file extwar.asp is included as Exhibit 9 at page 10.

16. A method, system, or computer program that performs the step of “transmitting over the Internet an input page in which at least one client representative enters data to update the customer database” (claims 3, 17, and 31) is contained within, *inter alia*, the file titled “UpdateCust.asp.” See Exhibit 2. The source code corresponding to the step of “transmitting over the Internet an input page in which at least one client representative enters data to update the customer database” in the file UpdateCust.asp is included as Exhibit 7 at pages 1-2.

17. A method, system, or computer program that performs the step of “transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database” (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled “searchCust.asp.” See Exhibit 2. The source code corresponding to the step of “transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database” in the file SearchCust.asp is included as Exhibit 5 at pages 2-3.

18. A method, system, or computer program that performs the step of “receiving the input page transmitted by the at least one client representative including a request for customer record information” (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled “searchCust.asp.” See Exhibit 2. The source code corresponding to the step of “receiving the

input page transmitted by the at least one client representative including a request for customer record information” in the file SearchCust.asp is included as Exhibit 5 at pages 2-3.

19. A method, system, or computer program that performs the step of “generating an information page including customer record information for the customer record specified in the received input page” (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled “CustomerList.asp” See Exhibit 2. The source code corresponding to the step of “generating an information page including customer record information for the customer record specified in the received input page” in the file CustomerList.asp is included as Exhibit 10 at pages 1-2.

20. A method, system, or computer program that performs the step of “transmitting the information page to the requesting at least one client representative over the Internet” (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled “CustomerList.asp.” See Exhibit 2. The source code corresponding to the step of “transmitting the information page to the requesting at least one client representative over the Internet” in the file CustomerList.asp is included as Exhibit 10 at pages 1-2.

21. A method, system, or computer program that performs the steps of “providing problem and solution codes to be selected by the at least one client representative” and “recording any additions or modifications in either the customer or product record using the problem and solution codes” (Claims 7, 21, and 35) is contained within, *inter alia*, the file titled “Ticket.asp.” See Exhibit 2. The source code corresponding to the steps of “providing problem and solution codes to be selected by the at least one client representative” and “recording any additions or modifications in either the customer or product record using the problem and solution codes” in the file Ticket.asp is included as Exhibit 6 at page 1.

22. A method, system, or computer program that performs the step of “wherein the contact with the customer is by e-mail and an email module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail

templates are used to form a response back to the customer” (Claims 8, 22, and 36) is contained within, *inter alia*, the files titled “email_main.asp,” and “email_result.asp,” See Exhibit 2. The source code corresponding to the step of “wherein the contact with the customer is by e-mail and an email module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer” in the file Email_main.asp is included as Exhibit 11 at pages 1-2. The source code corresponding to the step of “wherein the contact with the customer is by e-mail and an email module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer” in the file Email_result.asp is included as Exhibit 12 at pages 1-2.

23. A method, system, or computer program that performs the steps of “interlinking with a front-end GUI to display the product image and information over the Internet,” “processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record,” “updating the customer and product records to account for the purchase of the product,” and “updating the customer record to account for the purchase of the extended warranty,” (Claims 9, 23, and 37) are performed by, *inter alia*, the files titled “productMod.asp,” and “extwar.asp” See Exhibit 2. The source code corresponding to the steps of “interlinking with a front-end GUI to display the product image and information over the Internet,” “processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record,” “updating the customer and product records to account for the purchase of the product,” and “updating the customer record to account for the purchase of the extended warranty,” in the file Productmod.asp is included as Exhibit 8 at page 2. The source code corresponding to the steps of “interlinking with a front-end GUI to display the product image and information over the Internet,” “processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record,” “updating the customer and product records to account for the purchase

of the product,” and “updating the customer record to account for the purchase of the extended warranty,” in the file extwar.asp is included as Exhibit 9 at page 10.

24. A method, system, or computer program that performs the steps of “accessing a return merchandise management module,” and “producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code” (Claims 11, 25, and 39) are performed by, *inter alia*, the files titled “RMA.asp,” and “Ticket.asp.” See Exhibit 2. The source code corresponding to the steps of “accessing a return merchandise management module,” and “producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code” in the file RMA.asp is included as Exhibit 13 at pages 8-9. The source code corresponding to the steps of “accessing a return merchandise management module,” and “producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code” in the file Ticket.asp is included as Exhibit 6 at pages 1-2.

25. A method, system, or computer program that performs the step of “producing a printable sheet with information on the purchase of the product” (Claims 12, 26, and 40) is contained within, *inter alia*, the file titled “Sale_order.asp.” See Exhibit 2. The source code corresponding to the step of “producing a printable sheet with information on the purchase of the product” in the file Sale_order.asp is included as Exhibit 14 at pages 3-6.

26. A method, system, or computer program that performs the step of “producing a report based on information from the customer and product records” (Claims 13, 27, and 41) is contained within, *inter alia*, the file titled “Summary.asp.” See Exhibit 2. The source code corresponding to the step of “producing a report based on information from the customer and product records” in the file Summary.asp is included as Exhibit 15 at pages 2-9.

27. A method, system, or computer program that performs the steps of “interlinking a third party shipping software with the product database,” and “updating the product database from information received from the third party shipping software to add or modify a specific

product record indicating shipping information about the product” (Claims 14, 28, and 42) are performed by, *inter alia*, the files titled “Ticket.asp,” and “Display.asp.” See Exhibit 2. The source code corresponding to the steps of “interlinking a third party shipping software with the product database,” and “updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product” in the file Ticket.asp is included as Exhibit 6 at pages 1-2. The source code corresponding to the steps of “interlinking a third party shipping software with the product database,” and “updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product” in the file Display.asp is included as Exhibit 16 at pages 5-7.

28. I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statement were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. § 1001.

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Signature: [Signature]

Date: 1-24-06

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Date: 1/24/06

Title of Signing Person: President

Name: Alorica Inc. on behalf of Paul Hao

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EXHIBIT 1

1. A method for managing customer and product information over the Internet using a multi-functional customer relationship management tool available to at least one client representative, comprising:

generating a customer database including customer records, wherein each customer record tracks a customer;

generating a product database including product records, wherein each product record tracks a product;

creating a plurality of modules for use in the multi-functional customer relationship management tool, wherein each module allows specific access and manipulation of the customer and product databases;

receiving a random, non-automated contact from a customer through a telephone call or by an email;

accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information and servicing information associated with the customer;

allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using one of the plurality of modules; and

allowing a second client representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update inventory information of a product at a warehouse location.

2. The method of claim 1, wherein the plurality of modules available to the at least one client representative include at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

3. The method of claim 1, wherein the step of updating the customer database further comprises:

transmitting over the Internet an input page in which the at least one client representative enters data to update the customer database.

4. The method of claim 1, wherein the step of tag reviewing previous customer contacts further comprises:

transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database;

receiving the input page transmitted by the at least one client representative including a request for customer record information;

generating an information page including customer record information for the customer record specified in the received input page; and

transmitting the information page to the requesting at least one client representative over the Internet.

5. (Cancelled)

6. (Cancelled)

7. The method of claim 1 wherein the step of allowing the at least one client representative to update the customer database, further comprises:

providing problem and solution codes to be selected by the at least one client representative; and

recording any additions or modifications in either the customer or product record using the problem and solution codes.

8. The method of claim 7, wherein the contact with the customer is by e-mail and an e-mail module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer.

9. The method of claim 1, further comprising:
- interlinking with a front-end GUI to display the product image and information over the Internet;
 - processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record;
 - updating the customer and product records to account for the purchase of the product; and
 - updating the customer record to account for the purchase of the extended warranty.
10. (Cancelled)
11. The method of claim 1 wherein the at least one client representative is a repair facility representative, further comprising:
- accessing a return merchandise management module; and
 - producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.
12. The method of claim 9, further comprising:
- producing a printable sheet with information on the purchase of the product.
13. The method of claims 1, further comprising:
- producing a report based on information from the customer-and product records.

14. The method of claim 1, further comprising:
- interlinking a third party shipping software with the product database;
 - updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.
15. A system for managing customer and product information over a the Internet using a multi-functional customer relationship management tool available to at least one client representative, comprising:
- means for generating a customer database including customer records, wherein each customer record tracks a customer,
 - means for generating a product database including product records, wherein each product record tracks a product;
 - means for creating a plurality of modules for use in the multi-functional customer relationship management tool, wherein each module allows specific access and manipulation of the customer and product databases;
 - means for receiving a random, non-automated contact from a customer through a telephone call or by an email;
 - means for accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information and servicing information associated with the customer;

means for allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using one of the plurality of modules; and

means for allowing a second client representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update Inventory information of a product at a warehouse location.

16. The system of claim 15, wherein the plurality of modules available to the at least one client representative include at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

17. The system of claim 15, wherein the means for updating the customer database further comprises:

means for transmitting over the Internet an input page in which the at least one client representative enters data to update the customer database.

18. The system of claim 15, wherein the means for reviewing previous customer contacts further comprises:

means for transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database;

means for receiving the input page transmitted by the at least one client representative including a request for customer record information;

means for generating an information page including customer record information for the customer record specified in the received input page; and

means for transmitting the information page to the requesting at least one client representative over the Internet.

19. (Cancelled)

20. (Cancelled)

21. The system of claim 15, wherein the means for allowing the at least one client representative to update the customer database further comprises:

means for providing problem and solution codes to be selected by the at least one client representative; and

means for recording any additions or modifications in either the customer or product record using the problem and solution codes.

22. The system of claim 20, wherein the contact with the customer is by e-mail and an e-mail module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer.

23. The system of claim 15, further comprising:

means for interlinking with a front-end GUI to display the product image and information over the Internet;

means for processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record;

means for updating the customer and product records to account for the purchase of the product; and

means for updating the customer record to account for the purchase of the extended warranty.

24. (Cancelled)

25. The system of claim 15, wherein the at least one client representative is a repair facility representative further comprising:

means for accessing a return merchandise management module; and

means for producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

26. The system of claim 23, further comprising: means for producing a printable sheet with information on the purchase of the product.

27. The system of claim 15, further comprising: means for producing a report based on information from the customer and product records.

28. The system of claim 15, further comprising:
means for interlinking a third party shipping software with the product database;
means for updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.

29. A program for managing customer and product information over the Internet using a multi-functional customer relationship management tool available to at least one client representative comprising a computer usable media including at least one computer program embedded therein that is capable or causing at least one computer to perform:

generating a customer database including customer records, wherein each customer record tracks a customer;

generating a product database including product records, wherein each product record tracks a product;

creating a plurality of modules for use in the multi-functional customer relationship management tool, wherein each module allows specific access and manipulation of the customer and product databases;

receiving a random, non-automated contact from a customer through a telephone call or by an email;

accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information and servicing information associated with the customer,

allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using one of the plurality of modules; and

allowing a second client representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update inventory information of a product at a warehouse location.

30. The program of claim 29, wherein the plurality of modules available to the at least one client representative include at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

31. The program of claim 29, wherein the step of updating the customer database further performs:

transmitting over the Internet an input page in which the at least one client representative enters data to update the customer database.

32. The program of claim 29, wherein the step of reviewing previous customer contacts further performs:

transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database;

receiving the input page transmitted by the at least one client representative including a request for customer record information;

generating an information page including customer record information for the customer record specified in the received input page; and

transmitting the information page to the requesting at least one client representative over the Internet.

33. (Cancelled)

34. (Cancelled)

35. The program of claim 29 wherein the step of allowing the client representative to update the customer database, further performs:

providing problem and solution codes to be selected by the at least one client representative; and

recording any additions or modifications in either the customer or product record using the problem and solution codes.

36. The program of claim 33, wherein the contact with the customer is by e-mail and an e-mail module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer.

37. The program of claim 29, further performing: interlinking with a front-end GUI to display the product image and information over the Internet;

processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record;

updating the customer and product records to account for the purchase of the product;
and

updating the customer record to account for the purchase of the extended warranty.

38. (Cancelled)

39. The program of claim 29, wherein the at least one client representative is a repair facility representative further performing:

accessing a return merchandise management module; and

producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

40. The program of claim 37, further performing: producing a printable sheet with information on the purchase of the product.

41. The program of claim 29, further performing: producing a report based on information from the customer and product records.

42. The program of claim 29, further performing:

interlinking a third party shipping software with the product database; and

updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.

EXHIBIT 2

Volume in drive D is ALORICA INC
Volume Serial Number is 721B-1449

Directory of D:\CRM\emachines2

02/07/2001	02:00a	<DIR>	.
02/07/2001	02:02a	<DIR>	..
02/07/2001	02:00a	<DIR>	_derived
02/07/2001	02:00a	<DIR>	_private
02/07/2001	02:00a	<DIR>	_ScriptLibrary
02/07/2001	02:00a	<DIR>	_vti_cnf
02/07/2001	02:00a	<DIR>	_vti_log
02/07/2001	02:00a	<DIR>	_vti_pvt
02/07/2001	02:00a	<DIR>	email
02/07/2001	02:00a	<DIR>	images
02/07/2001	02:00a	<DIR>	img
02/07/2001	02:00a	<DIR>	include
02/07/2001	02:00a	<DIR>	Inventory
02/07/2001	02:00a	<DIR>	Manual
02/07/2001	02:00a	<DIR>	pic
02/07/2001	02:00a	<DIR>	proj
11/07/2000	05:31p	2,049	global.asa
11/10/2000	11:16a	7,167	~hsCustForm.asp
11/10/2000	11:15a	8,717	~hsCustMod.asp
11/10/2000	11:15a	3,192	addagent.asp
11/10/2000	11:53a	3,136	AddCallHist.asp
11/10/2000	11:15a	5,178	addCust.asp
11/10/2000	11:15a	14,848	agent.asp
11/10/2000	11:15a	26,255	CallHist.asp
11/10/2000	11:15a	18,232	CallHist_1.asp
11/10/2000	11:15a	20,261	CallHist_bak.asp
11/10/2000	11:15a	4,200	callHist_display.asp
11/10/2000	11:15a	1,509	CallHistList.asp
11/10/2000	11:38a	3,657	CallTrack.asp
11/10/2000	11:15a	7,489	charge_ESA.asp
11/10/2000	11:15a	7,001	ComputerInfo.asp
11/10/2000	11:15a	1,562	CreateTicket.asp
11/10/2000	11:15a	8,170	CustForm.asp
11/10/2000	11:15a	6,768	CustForm_old.asp
11/10/2000	11:15a	1,819	custHist.asp
11/10/2000	11:15a	10,486	CustMod.asp
11/10/2000	11:51a	2,454	CustomerList.asp
11/10/2000	11:15a	451	CustomerSearch.asp
11/10/2000	11:15a	566	CustSearch.asp
11/10/2000	11:15a	75	default.asp
11/10/2000	11:15a	13,532	display.asp
11/10/2000	11:15a	2,478	email_document.asp
11/10/2000	11:15a	3,030	email_forward_mail.asp
11/10/2000	11:15a	1,894	email_forwardemail.asp
11/10/2000	11:15a	1,333	email_loginverify.asp
11/10/2000	11:15a	10,273	email_mail.asp
11/10/2000	11:15a	2,764	email_main.asp
11/10/2000	11:15a	916	email_remove.asp
11/10/2000	11:15a	973	email_reply.asp
11/10/2000	11:15a	891	email_reply2.asp
11/10/2000	11:15a	3,224	email_researchmail.asp
11/10/2000	11:15a	3,969	email_result.asp
11/10/2000	11:15a	1,492	email_search.asp
11/10/2000	11:15a	434	email_search_default.asp
11/10/2000	11:15a	5,131	email_search1.asp
11/10/2000	11:15a	2,179	email_sendmail.asp
11/10/2000	11:15a	1,265	email_submit.asp
11/10/2000	11:15a	3,946	email_template.asp
11/10/2000	11:15a	3,976	email_template2.asp

11/10/2000	11:15a	1,841	email_templateadd.asp
11/10/2000	11:15a	592	email_templatedelete.asp
11/10/2000	11:15a	2,015	email_templatemodify.asp
11/10/2000	11:15a	3,722	email_top.asp
11/10/2000	11:15a	385	email_welcome.asp
11/10/2000	11:15a	19,999	esa_free.asp
11/10/2000	11:15a	18,923	esa_free2.asp
11/10/2000	11:15a	25,136	escalation.asp
11/10/2000	11:15a	4,744	escalation_display.asp
11/10/2000	11:15a	16,543	escalation_info.asp
11/10/2000	11:15a	35,845	escalation2.asp
11/10/2000	11:15a	8,411	ext.asp
11/10/2000	11:15a	4,758	extt.asp
11/10/2000	11:15a	13,879	extwar.asp
11/10/2000	11:15a	7,071	extwar2.asp
11/10/2000	11:15a	4,846	force_esa.asp
11/10/2000	11:15a	3,145	forward_mail.asp
11/10/2000	11:15a	2,368	GetProdId.asp
11/10/2000	11:15a	1,467	lib_dbtablefast.asp
12/08/2000	06:33p	1,804	login.asp
11/10/2000	11:15a	1,134	LoginVerify.asp
11/10/2000	11:15a	1,485	main.asp
11/10/2000	11:15a	609	mainFrame.asp
11/10/2000	11:15a	2,798	modulenumbers.asp
11/10/2000	11:15a	14,229	NewCust.asp
11/10/2000	11:15a	4,627	newproduct.asp
11/10/2000	11:15a	2,705	newproduct2.asp
11/10/2000	11:15a	1,240	Note.asp
11/10/2000	11:15a	1,240	Note1.asp
11/10/2000	11:15a	8,690	part_Info.asp
11/10/2000	11:15a	16,481	part_request.asp
11/10/2000	11:15a	15,307	paysupport.asp
11/10/2000	11:54a	11,085	paysupport_after_ticket.asp
11/10/2000	04:19p	6,810	paysupport_after_ticket2.asp
11/10/2000	03:42p	2,945	paysupport_info.asp
11/10/2000	04:11p	13,248	paysupport_thirdparty.asp
11/10/2000	04:12p	8,191	paysupport_thirdparty_2.asp
11/10/2000	04:12p	5,613	paysupport_thirdparty_look.asp
11/10/2000	11:15a	5,513	paysupport_thirdparty2_OLD.asp
11/10/2000	04:12p	2,345	paysupport_thirdparty3.asp
11/10/2000	11:15a	7,577	paysupport2.asp
11/10/2000	11:15a	17,771	product.asp
11/10/2000	11:15a	14,595	product1.asp
11/10/2000	11:15a	8,684	productDetail.asp
11/10/2000	11:15a	2,686	productMod.asp
11/10/2000	11:15a	4,491	rebate.asp
11/10/2000	11:15a	1,034	reject.asp
11/10/2000	11:15a	27,829	request_part.asp
11/10/2000	11:15a	12,152	request_part_2.asp
11/10/2000	11:15a	19,227	request_part2.asp
11/10/2000	11:15a	3,802	request_part3.asp
11/10/2000	11:15a	16,715	RMA.asp
11/10/2000	11:15a	21,226	RMA_Info.asp
11/10/2000	03:12p	39,625	rmas_inwarr.asp
11/10/2000	04:11p	8,010	rmas_inwarr_asc.asp
11/10/2000	04:11p	19,295	rmas_inwarr_asc_1.asp
11/10/2000	03:22p	26,337	rmas_inwarr2.asp
11/10/2000	04:11p	24,792	rmas_outwarr.asp
11/10/2000	04:11p	4,817	rmas_outwarr_asc.asp
11/10/2000	04:11p	19,295	rmas_outwarr2.asp
11/10/2000	11:15a	15,979	sale_order.asp
11/10/2000	11:15a	3,353	search_rebate.asp
11/10/2000	11:16a	7,491	search_rebet.asp
11/10/2000	11:16a	3,571	search_rebet2.asp

```

11/10/2000 11:16a 2,093 search_rma.asp
11/10/2000 11:16a 2,276 search_rma2.asp
11/10/2000 11:16a 2,844 searchCust.asp
11/10/2000 11:16a 830 searchCust1.asp
11/10/2000 11:16a 677 searchCustPro.asp
11/10/2000 11:16a 1,268 searchCustPro1.asp
11/10/2000 11:16a 1,287 searchCustPro2.asp
11/10/2000 11:16a 1,318 searchCustPro3.asp
11/10/2000 11:16a 1,311 searchCustPro4.asp
11/10/2000 11:16a 1,361 searchExt.asp
11/10/2000 11:16a 2,975 SearchForm_old.asp
11/10/2000 11:16a 5,296 Searchtest.asp
11/10/2000 11:16a 8,559 softrequest2.asp
11/10/2000 11:16a 15,767 softrequest3.asp
11/10/2000 04:24p 11,105 Summary.asp
11/10/2000 11:16a 4,445 support_thirdparty_charger.asp
11/10/2000 11:16a 4,082 sykes.asp
11/10/2000 11:16a 338 test.asp
11/10/2000 11:16a 1,669 test1.asp
11/10/2000 11:16a 1,439 testmail.asp
11/10/2000 11:16a 2,736 Ticket.asp
11/10/2000 11:43a 9,632 Top.asp
11/10/2000 11:16a 4,044 UpdateCust.asp
11/10/2000 11:15a 226 verifyAgentID.asp
10/18/2000 11:55a 14,756 agent.asp.bak
11/01/2000 11:45a 20,259 CallHist_bak.asp.bak
10/18/2000 11:55a 1,106 custHist.asp.bak
10/18/2000 11:55a 10,834 CustMod.asp.bak
10/18/2000 11:56a 7,424 search_rebet.asp.bak
10/18/2000 11:56a 7,175 search_rma.asp.bak
10/18/2000 11:56a 8,444 Summary.asp.bak
10/18/2000 11:56a 7,247 sykes.asp.bak
11/10/2000 11:22a 338 test.asp.bak
11/10/2000 11:15a 1,794 Main.css
11/10/2000 11:16a 971 Top.css
10/18/2000 11:55a 8,568 CustForm.asp.f
11/10/2000 11:15a 2,872 search.htm
11/01/2000 11:45a 7,419 ADOVBS.INC
10/19/2000 12:15p 186 dbconn.inc
11/01/2000 09:11a 186 dbconn_old.inc
10/18/2000 11:55a 40 dbconnclose.inc
10/31/2000 04:43p 40 dbconnclose_old.inc
11/01/2000 11:46a 19,477 es.js
11/01/2000 11:45a 759 CustomerList.asp.o
11/01/2000 11:45a 343 altered_DB_Pages.txt
152 File(s) 1,070,901 bytes
16 Dir(s) 0 bytes free

```

```
.....
'Customer Information
.....

set conn = server.CreateObject ("ADODB.Connection")
conn.Open Application("DBConn")

set rs = conn.execute("exec v_get_customer_info " & customer_id)

if not rs.eof then
    strLastName = rs("Last_Name")
    strFirstName = rs("First_name")
    strAddress = rs("Address1")
    strCity = rs("City")
    strState = rs("State")
    strZip = rs("zip")
    strDayPhone = rs("day_phone")
    strEvePhone = rs("eve_Phone")
    strFax = rs("fax")
    strEmail = rs("Email")
    strPager = rs("pager")
    strCompany = rs("company")
end if
rs.close
```

```
function ModifyCustomer()
{
    var strURL;
    strURL = "CustMod.asp?Customer_Id=<%= Customer_Id %>&Agent_Id=" +
parent.Agent_Id

    wModify = window.open(strURL, "ModWin",

        "height=600,width=600,status=no,toolbar=no,menubar=no,scrollbars=
yes,location=no,left=0,top=0");
}
function CustomerHist()
{
    var strURL;
    strURL = "CustHist.asp?Customer_Id=<%= Customer_Id %>";

    wModify = window.open(strURL, "ModWin",

        "height=400,width=650,status=no,toolbar=no,menubar=no,scrollbars=
yes,location=no,left=0,top=0");
}
function modifyProduct(customer_product_id){
    window.location.href = "product1.asp?customer_product_id=" +
customer_product_id;
}
function doAddComputer(){
    window.location.href = "newproduct.asp";
}
```

```
<!-------Begin customer cell----->
<A NAME=CustomerInfo></a>
<B><font color="#3d9455">Customer Record:</b>
      <table border="1" width=600 ID=CustomerTbl
cellspacing=0 cellpadding=2 bordercolordark=White
bordercolorlight=Black>
      <tr bgcolor="#81c0c0">
      <td><B>First Name</b></td>
      <td><B>Last Name</b></td>
      <td colspan=2><B>Address</b></td>
      <td><B>City </b></td>
      <td><B>State</b></td>
      <td><B>Zip</b></td>
      </tr>
      <tr>
      <td><%= strFirstName %>&nbsp;</td>
      <td><%= strLastName %>&nbsp;</td>
      <td colspan=2><%= strAddress %>&nbsp;</td>
      <td><%= strCity %>&nbsp;</td>
      <td><%= strState %>&nbsp;</td>
      <td><%= strZip %>&nbsp;</td>

      </tr>
      <tr bgcolor="#81c0c0">
      <td><B>Country</b></td>
      <td><B>Day Phone</td>
      <td><B>Night Phone</td>
      <td><B>Fax</td>
      <td><B>Pager</td>
      <td><B>Email</td>
      <td><B>Company</td>

      </tr>
      <tr>
      <td><%= strCountry %>&nbsp;</td>
```



```
<td><%= strDAYPHONE %>&nbsp;</td>
<td><%= strEvePhone %>&nbsp;</td>
<td><%= strFax %>&nbsp;</td>
<td><%= strPager %>&nbsp;</td>
<td><A HREF="Mailto:<%=Email%>"
><%=Email%></A>&nbsp;</td>
<td><%= strCompany %>&nbsp;</td>
</tr>
<tr>
<td colspan=7><INPUT type="Button" value="Modify"
onClick="ModifyCustomer()">
<INPUT type="Button" value="History"
onClick="CustomerHist()"></td>
</tr>
</table>
<!------- end Customer Cell1 ----->
</td>
<tr>
<td>
```



```
<html><head><title>Customer Product Information</title>

    <link rel=stylesheet type="text/css" href="main.css">
</head>
    <body bgcolor="#FFFFFF" topmargin="0" leftmargin="0" link="#006699"
marginwidth="0" marginheight="0" vlink="#006699" alink="#006699"
text="#333333">
<script language="javascript">
var wCallTrack;
var wCustomerSearch;
window.name="Emachines"
window.focus();
function CloseCallTrack()
{
    if(wCallTrack)
    {
        if(!wCallTrack.closed)
        {
            wCallTrack.close();
        }
    }
}
function DoCustomerSearch()
{
```

```

    if (wCustomerSearch)
    {
        if (!wCustomerSearch.closed)
            wCustomerSearch.focus();
        else
            wCustomerSearch =
window.open("CustomerSearch.asp", "CustomerSearch", "height=300,width=600,status=no,toolbar=no,menubar=no,location=no,resizable=yes,left=0,top=0");
    }
    else
    {
        wCustomerSearch =
window.open("CustomerSearch.asp", "CustomerSearch", "height=300,width=600,status=no,toolbar=no,menubar=no,location=no,resizable=yes,left=0,top=0");
    }
}
function DoCallTrack()
{
    if (document.all.EWInfo.value == "Out")
    {
        //open pay for support window.

        window.open("paysupport.asp?Customer_Id=<%=session("Customer_Id")%>&Customer_product_Id=<%=session("Customer_product_Id")%>","_top");
        return false;
    }

    if (wCallTrack)
    {
        if (!wCallTrack.closed)
        {
            alert("Call tracking window is opened already");
            wCallTrack.focus();
        }
        else
        {
            var ret;
            ret=showModalDialog('NewTicket.asp');
            if (ret)
            {
                wCallTrack =
window.open("CallTrack.asp?Customer_Id=<%=session("Customer_Id")%>&Customer_product_Id=<%=session("Customer_product_Id")%>&EW=<%=session("Ext_Warr_NO") %>&Ticket_Id=" +
ret,"CallTrack", "height=600,width=600,status=no,toolbar=no,menubar=no,scrollbars=yes,location=no,resizable=yes,left=0,top=0");
            }
        }
    }
    else
    {
        var ret;
        ret=showModalDialog('NewTicket.asp');
        if (ret)
        {

```

```

        wCallTrack =
window.open("CallTrack.asp?Customer_Id=<%=session("Customer_Id")%>&Customer_p
roduct_Id=<%=session("Customer_product_Id") %>&EW=<%=session("Ext_Warr_NO")
%>&Ticket_Id=" +
ret,"CallTrack","height=600,width=600,status=no,toolbar=no,menubar=no,scrollb
ars=yes,location=no,resizable=yes,left=0,top=0");
    }
}
function NewCust()
{
    if(wCallTrack)
    {
        if(!wCallTrack.closed)
        {
            alert("Call tracking is opened. Please close call tracking
window first");
            return;
        }
    }
    var ret;
    ret=showModalDialog("NewCust.asp");
    if(ret)
    {
        AddCust.Info.value = ret;
        AddCust.submit();
    }
}
function CheckCalltrack()
{
    if(wCallTrack)
    {
        if(!wCallTrack.closed)
        {
            event.returnValue = "Call tracking window is opened.
Please save the record first";
            wCallTrack.focus();
            return false;
        }
    }
    return true;
}

/*
function CreateWindow()
{

window.open("newproduct.asp?Customer_Id=<%=session("Customer_Id")%>&Customer_
Name=<%=session("Customer_Name")
%>","Newproduct","toolbar=no,width=350,height=400,status=no,toolbar=no,menuba
r=no,scrollbars=yes,location=no")
}
*/
</script>

```



```
<!------->
```

```
<!--- <form action="product.asp" METHOD="POST" name="product"
target="Emachines"> --->
<font size="4" face="Arial, Helvetica" color="#990000">
```

```
<font size="4" face="Arial, Helvetica" color="#990000">
<table border="1" align="center" bordercolor="#9ffb8">
<tr>
<td><font face="Arial" size="-1"><b>Customer ID</b></font> </td>
<td><font face="Arial" size="-1"><b>Customer Product ID</b></font></td>
```

```

<td><font face="Arial" size="-1"><b>Serial Number</b></td>
<td><font face="Arial" size="-1"><b>Model Number</b></td>
</tr>
<%
        strSQLQuery = "SELECT * From customer_product a, product b where
a.product_id = b.product_id " & _
                        "and a.customer_id = " & session("Customer_Id")

        rs.Open strSQLQuery, conn, 3,3

        set conn = nothing
        nCount= 0
        do until rs.eof
            nCount= nCount + 1
%>
<tr>
<td><a href="ProductDetail.asp?customer_id=<%=session("Customer_Id")%>
&customer_product_Id=<%=rs("customer_product_id")%>"
target=productDetail><%=session("Customer_Id")%></a></td>
<td><a href="ProductDetail.asp?customer_id=<%=session("Customer_Id")%>
&customer_product_Id=<%=rs("customer_product_id")%>"
target=productDetail><%=rs("Customer_product_Id")%></a></td>
<td><a href="ProductDetail.asp?customer_id=<%=session("Customer_Id")%>
&customer_product_Id=<%=rs("customer_product_id")%>"
target=productDetail><%=rs("Serial_No")%></a></td>
<td><a href="ProductDetail.asp?customer_id=<%=session("Customer_Id")%>
&customer_product_Id=<%=rs("customer_product_id")%>"
target=productDetail><%=rs("Model_number")%></a></td>
</tr>
<%
        rs.movenext
        loop
%>
</table>

<br>
<br>
<table align="center" border="1">
<tr>
<form action="newproduct.asp" method=post target="Emachines">
<td><font face="Arial" size="-1"><b>Add New or Another Product:</b></td>
<td><input type="submit" value="New Product"></td>
</tr>
<INPUT TYPE=HIDDEN NAME="Customer_Id" value="<%=session("Customer_Id")%>">
<INPUT TYPE=HIDDEN NAME="Customer_Name"
value="<%=session("Customer_Name")%>">
<INPUT TYPE=HIDDEN NAME="AgentId" value="<%=session("AgentId")%>">
</form>
</table>
<BR>

<iframe width=100% height=600 src=productdetail.asp
name=productDetail></iframe>

```

10


```
function validForm(formObj)
{
    var isok=true;

    if(emptyField(formObj.LastName) && emptyField(formObj.FirstName)&&
emptyField(formObj.Phone) && emptyField(formObj.Email ))
```



```

    {
        alert("Please enter search fields.");
        formObj.LastName.focus();
        return false;
    }
    if(formObj.Phone.value.length != 0)
    {
        if(NoDigit(formObj.Phone))
        {
            alert("Please enter your Phone number include area code
only numbers.");
            formObj.Phone.focus();
            return false;
        }
    }
    formObj.Query.value = "select customer_id, first_name, last_name,
day_phone from customer where Customer_id is not null "
    if(formObj.LastName.value.length != 0)
    {
        formObj.Query.value = formObj.Query.value + " and Last_Name
LIKE '" + formObj.LastName.value + "%'";
    }
    if(formObj.FirstName.value.length != 0)
    {
        formObj.Query.value = formObj.Query.value + "and
First_Name LIKE '" + formObj.FirstName.value + "%'";
    }

    if(formObj.Phone.value.length != 0)
    {c
        formObj.Query.value = formObj.Query.value + "and
(Day_Phone LIKE '" + formObj.Phone.value + "%' OR Eve_Phone LIKE '" +
formObj.Phone.value + "%')";
    }

    return true;
}

```

</script>

<body bgcolor="#bdbe42" >

<form action="CustomerList.asp" target=result name="MainForm" method=POST
onsubmit = "return validForm(this)" >

<table>

<table width="150">

<tr>

<td>First Name:

<input type=text size=15 name="FirstName"></td>

</tr>

<tr>

<td>Last Name:

<input type=text size=15 name="LastName"></td>

</tr>

<tr>

<td>Phone: (digit only)

<input type=text size=15 name="Phone"></td>

```
</tr>

<tr>
<td>&nbsp;</td>
</tr>
<tr>
    <td>
        <input type=Submit value="Search">
        <INPUT TYPE=BUTTON VALUE=Reset onClick="Reset()">

    </td>
</tr>
</table>
    <INPUT TYPE=HIDDEN NAME=Query>
</FORM>

<a href="searchtest.asp">GO BACK</a>
</body>
</html>
```

```

<P><B> Call Tracking For Customer ID: <%= Customer_Id %> & Computer ID:<%=
Customer_product_Id %> </P>
<P><B>
Please select or create a problem ticket.
</P>
<table border="1" width=450 cellspacing=0 cellpadding=2 bordercolordark=White
bordercolorlight=Black>
<tr bgcolor="#81c0c0">
    <td><B>Ticket Id</td>
    <td><B>Problem Code</td>
    <td><B>Status</td>
    <td><B>Open Date</td>
</tr>
<%
    set conn = server.CreateObject ("ADODB.Connection")
    conn.Open Application("DBConn")

    strSQLQuery = "SELECT Open_date, Ticket_Id,Problem_Code,Status FROM Ticket
WHERE Customer_product_Id= " & Customer_product_Id & " order by open_date
desc"
    rs.Open strSQLQuery, conn, 3, 3
    nCount= 0
    do until rs.eof
        nCount= nCount + 1
    %>
<tr>
    <td><%= rs("Ticket_Id") %>&nbsp;</td>
    <td>
        <A STYLE="text-decoration:none;cursor:hand"
        HREF="CallTrack.asp?Agent_Id=<%=Agent_Id%>&Authority=<%=Authority%>&Ticket_Id
=<%= rs("Ticket_Id")
%>&Customer_Id=<%=Customer_Id%>&Customer_Product_Id=<%=Customer_Product_Id%>"
        >
            <%= rs("Problem_Code") %>&nbsp;<

```

```
</A>
</td>
<td><%= rs("Status") %>&nbsp;</td>
<td><%= formatdatetime(rs("Open_date"),2) %>&nbsp;</td>

</tr>
```

<%

```

Agent_Id = Request("Agent_Id")
Customer_Id = Request("Customer_Id")
strFirstName = Request("first_name")
strFirstName = Replace(strFirstName, "'", "'")
strLastName = Request("last_name")
strLastName = Replace(strLastName, "'", "'")
strAddress = Request("address")
strAddress = Replace(strAddress, "'", "'")
strCity = Request("city")
strCity = Replace(strCity, "'", "'")
strState = Request("state")
strZip = Request("zip")
strDayPhone = Request("day_Phone")
strEvePhone = Request("eve_Phone")
strEvePhone=Replace(strEvePhone, "'", "'")
strEmail = Request("email")
strEmail = Replace(strEmail, "'", "'")
strFax = Request("fax")
strFax= Replace(strFax, "'", "'")
strPager = Request("pager")
strPager = Replace(strPager, "'", "'")
strCompany = Request("company")
strCompany = Replace(strCompany, "'", "'")
strCountry = Request("country")
strNote = Request("Note")
strNote = Replace(strNote, "'", "'")

Set rs = Server.CreateObject("ADODB.Recordset")
strSQLQuery = "UPDATE Customer SET " & _
    "First_Name ='" & strFirstName & "'" & _
    ",last_Name ='" & strLastName & "'" & _
    ",Address1 ='" & strAddress & "'" & _
    ",City ='" & strCity & "'" & _
    ",State ='" & strState & "'" & _
    ",Day_Phone ='" & strDayPhone & "'" & _
    ",Eve_Phone ='" & strEvePhone & "'" & _
    ",Email ='" & strEmail & "'" & _
    ",Fax ='" & strFax & "'" & _
    ",Pager ='" & strPager & "'" & _
    ",Company ='" & strCompany & "'" & _
    ",Country ='" & strCountry & "'" & _
    " where customer_id = " & Customer_Id

set conn = server.CreateObject ("ADODB.Connection")
conn.Open Application("DBCConn")

' rs.Open strSQLQuery, conn, 3, 3

strSQLQuery = "insert into
Customer_History(Record_Date,Agent_Id,Description,Customer_Product_Id)" & _
    "values(GetDate(), " & Agent_Id & ",'" & strNote & "'," &
Customer_Id & ")"
' rs.Open strSQLQuery, conn, 3, 3

```

```
set objcmd = server.CreateObject ("ADODB.Command")
objcmd.ActiveConnection = conn
objcmd.CommandText = "v_upd_customer_history"
objcmd.CommandType = 4

objcmd.Parameters("@customer_id").Value = customer_id
objcmd.Parameters("@strFirstName").Value = strFirstName
objcmd.Parameters("@strLastName").Value = strLastName
objcmd.Parameters("@strAddress").Value = strAddress
objcmd.Parameters("@strCity").Value = strCity
objcmd.Parameters("@strState").Value = strState
objcmd.Parameters("@strDayPhone").Value = strDayPhone
objcmd.Parameters("@strEvePhone").Value = strEvePhone
objcmd.Parameters("@strEmail").Value = strEmail

objcmd.Parameters("@strFax").Value = strFax
objcmd.Parameters("@strPager").Value = strPager
objcmd.Parameters("@strCompany").Value = strCompany
objcmd.Parameters("@strCountry").Value = strCountry
objcmd.Parameters("@Agent_id").Value = Agent_id
objcmd.Parameters("@Comment").Value = strNote

objcmd.Execute

set conn = nothing

%>
<html>
```



```
strSQLQuery ="Update Customer_product SET Purchase_Date= '" &
strpurchase & "'," & _
                                "Monitor_Serial_No      =' " & strMonitorSerial
& "'," & _
                                "Serial_No = '" & strSerial & "', " & _
                                "Exp_Date = '" & strExp_Date & "', " & _
                                "Product_Id = " & strProductId & " WHERE
Customer_product_Id = " & session("Customer_product_Id")
rs.Open strSQLQuery, conn, 3, 3

strSQLQuery="INSERT INTO Customer_Product_History(Record_Date,
Comment, Agent_Id," & _
                                "      Customer_product_Id,      Description)
VALUES(GETDATE(),'Modify'," & _
                                session("AgentId") & "," &
session("Customer_product_Id") & "," & strNote & "')"
rs.Open strSQLQuery, conn, 3, 3

set conn = nothing

%>
<html><body>
<script language="javascript">
window.open("ProductDetail.asp","productDetail");
</script>
</BODY></HTML>
```



```
<td width="500">
  <table cellspacing=0 cellpadding=0 border=0 width="500"
align="center"><!-- bgcolor="#ffcc00"-->
  <tr><!-- bgcolor="#ffffff"-->

    <td align=center valign=top>
      <input type="Submit" value=" Purchase Extended Warranty ">

      <input type=HIDDEN Name="AgentId" value="<%=session("AgentId")
%>">
      <input type=HIDDEN Name="Amount" value="89">
      <input type=HIDDEN Name="SaleType" value="Extended Warranty">
      <input type=HIDDEN Name="Reason" value="Purchase Extended
Warranty">
      <INPUT TYPE=HIDDEN NAME="Customer_product_Id"
value="<%=Customer_product_id%>">
      <INPUT TYPE=HIDDEN NAME="Serial" value="<%=strSerial%>">
    </td>

  </tr>
</table>
<br>
<br>
  </td>
</tr>
</table>
```



```
<html>
<head>
    <title>Customer List</title>
    <link rel=stylesheet type="text/css" href="main.css">
</head>

<body>
<script language="javascript">
    window.focus();
function GoToPage(n)
{
    document.PageForm.CurrentPage.value=n;
    document.PageForm.submit();
}
</script>
<FORM NAME=PageForm ACTION=CustomerList.asp method=post targe="result">
<INPUT TYPE=HIDDEN NAME=Query VALUE="<%=mySQL %>">
<INPUT TYPE=HIDDEN NAME=CurrentPage>
</form>
<table border=1 width=360 cellpadding=2 bordercolorlight=Black
bordercolordark=White>
<tr bgcolor="#81c0c0" style="font-weight: bold"><td>First Name</td><td>Last
Name</td><td>Day Phone</td></tr>
<%
    set conn = server.CreateObject ("ADODB.Connection")
    conn.Open Application("DBConn")

    Set rs = Server.CreateObject("ADODB.Recordset")
    rs.CursorLocation = 3      'adUseClient
```

```

rs.PageSize=10
rs.Open mySQL, conn, 3, 3
set conn = server.CreateObject ("ADODB.Connection")
conn.Open Application("DBConn")

if rs.eof then
%>
No Record Found.
<%
else
Rec_count = rs.RecordCount
PageCount = rs.PageCount
rs.AbsolutePage = CurrentPage
do until rs.eof OR rs.AbsolutePage <> CInt(CurrentPage)
%>
<tr><td width=130>
<a href=CustForm.asp?customer_id=<%=rs("Customer_Id")%> target='Emachines20'>
<%=rs("First_Name")%></a>&nbsp;</td>
<td width=130>
<a href=CustForm.asp?customer_id=<%=rs("Customer_Id")%> target='Emachines20'>
<%=rs("Last_Name")%></a>&nbsp;</td>
<td width=100>
<a href=CustForm.asp?customer_id=<%=rs("Customer_Id")%> target='Emachines20'>
<%=rs("day_phone")%></a>&nbsp;</td>
</tr>
<%
rs.movenext
loop
rs.close
end if
%>
<tr bgcolor=#fffcc><td colspan=3><B>Total Record: <%=rec_count%></td></tr>
</table>
Result Pages:&nbsp;<
<%
FOR I = 1 to PageCount
%>
<% if I <> Int(CurrentPage) then %>
<A style="cursor:hand" onClick="return GoToPage(<%= I %>)"><%= I %></a>
<% else %>
<%= I %>
<% end if %>
<% NEXT%>
</body>
</html>

```

```
        strSQLQuery = "select Queue_Id FROM Email_Queue WHERE Status =  
'PENDING' AND Problem_Code= '" & strQueueName & "' " & _  
                        "AND In_Date IN (SELECT MIN(In_Date) FROM  
Email_Queue WHERE Status = 'PENDING' " & _  
                        "AND Problem_Code= '" & strQueueName & "')  
ORDER BY In_Date"  
  
        rs.Open strSQLQuery, conn, 3, 3  
        strQId = rs("Queue_Id")  
  
'        strSQLQuery = "select MIN(Queue_Id) AS QId FROM Email_Queue WHERE  
Status = 'PENDING' AND Problem_Code= '" & strQueueName & "' "  
'        rs.Open strSQLQuery, conn, 3, 3  
'        strQId = rs("QId")  
        rs.Close()  
  
        Set conn = nothing  
end if
```

%>

<TITLE>[Main Online Tool]</TITLE>

<HTML><BASEFONT SIZE=2>

<FRAMESET COLS="*,170" framespacing="0" frameborder="0" BORDER="0">

<FRAME NAME="mail" NORESIZE

SRC="email_welcome.asp?QueueName=<%=strQN%>&ID=<%= session("AgentId")

%>&QId=<%=strQId%>" scrolling="auto" marignwidth=0 marginheight=0>

<FRAME NAME="document" NORESIZE

SRC="email_document.asp?QueueName=<%=strQN%>&ID=<%= session("AgentId")

%>&QId=<%=strQId%>" scrolling="auto" marignwidth=0 marginheight=0>

</FRAMESET>

</HTML>

<noframes>

<!--<TITLE>[Main Online Tool]</TITLE>

<HTML><BASEFONT SIZE=2>

<FRAMESET COLS="*,170" framespacing="0" frameborder="0" BORDER="0">

<FRAME NAME="mail" NORESIZE SRC="email_mail.asp?QueueName=<%=strQN%>&ID=<%= session("AgentId")%>&QId=<%=strQId%>" scrolling="auto" marignwidth=0 marginheight=0>

<FRAME NAME="document" NORESIZE

SRC="email_document.asp?QueueName=<%=strQN%>&ID=<%= strAgentID

%>&QId=<%=strQId%>" scrolling="auto" marignwidth=0 marginheight=0>

</FRAMESET>

</HTML>

<noframes>-->


```

        strSQLQuery = "SELECT Reason, c.Email, c.First_Name as cfname,
c.Last_Name as clname," & _
        " c.Address1, c.State, c.City, c.Zip, c.Day_Phone,
b.Queue_Id, b.status,b.Agent_Id, " & _
        " b.problem_code, b.Mail_Content, a.Rec_Id, In_Date,
f.Model_Number, " & _
        " g.First_Name as gfname, g.Last_Name as glname " & _
        " from Call_History a, Email_Queue b, Customer c,
Ticket d, Customer_Product e, Product f, Agent g" & _
        " where c.Customer_Id = e.Customer_Id AND d.Ticket_Id
= a.Ticket_id AND " & _
        " d.Customer_Product_Id = e.Customer_product_Id AND
a.Rec_Id = b.Call_History_Id " & _
        " AND f.Product_Id = e.Product_Id AND b.Agent_Id =
g.Agent_Id " & _
        " AND b.Queue_Id = " & strqueueid

'strSQLQuery = "SELECT Reason, c.Email, c.First_Name as cfname, c.Last_Name
as clname," & _
        " c.Address1, c.State, c.City, c.Zip, c.Day_Phone,
b.Queue_Id, b.status,b.Agent_Id, " & _
        " b.problem_code, b.Mail_Content, a.Rec_Id, In_Date,
f.Model_Number, " & _
        " g.First_Name as gfname, g.Last_Name as glname " & _
        " from Call_History a, Email_Queue b, Customer c,
Ticket d, Customer_Product e, Product f, Agent g" & _
        " where c.Customer_Id = e.Customer_Id AND d.Ticket_Id
= a.Ticket_id AND " & _
        " d.Customer_Product_Id = e.Customer_product_Id AND
a.Rec_Id = b.Call_History_Id " & _
        " AND f.Product_Id = e.Product_Id AND b.Agent_Id =
g.Agent_Id " & _
        " AND c.Email = '" & strEmail & "'" & _

```

```
'          " AND c.First_Name = '" & strFirstName & "'" & _  
'          " AND c.Last_Name = '" & strLastName & "'" & _  
'          " AND b.Queue_Id = " & strqueueid
```

```
rs.Open strSQLQuery, conn, 3, 3
```

```
set conn = nothing
```

```
strReason = rs("Reason")  
strInDate = rs("In_Date")  
strCaseId = rs("Rec_Id")  
strFirstName = rs("cfname")  
strLastName = rs("clname")  
strAddress = rs("Address1")  
strState = rs("State")  
strCity = rs("City")  
strZip = rs("Zip")  
strPhone = rs("Day_Phone")  
strEmail = rs("Email")  
strModel = rs("Model_Number")  
strContent = rs("Mail_Content")  
strProblemCode = rs("Problem_Code")  
strReason = rs("Reason")  
strStatus = rs("Status")  
strAgentId = rs("agent_id")  
strAgentFirstName = rs("gfname")  
strAgentLastName = rs("glname")  
strAgentName = strAgentFirstName & " " & strAgentLastName
```

```
%>
```



```
<blockquote><br>
<script language="javascript">
function LogChange(formObj)
{
    var ret;
    ret=showModalDialog('Note.asp');
    if(ret)
    {
        formObj.Note.value = ret;
        return true;
    }
    return false;
}
</script>
<center>
<P><B>
RMA Record For Customer ID: <%= session("Customer_Id") %> & Customer Product
ID: <%= session("Customer_product_Id") %>
</P>

<P>
Please select a RMA record to RMA history record.
</P>
```

```

<table border="1" bgcolor="#00cccc" Width=600>
<tr>
    <td><B>RMA No</td>
    <td><B>Issue Date</td>
    <td><B>Shipped Date</td>
    <td><B>Receieved Date</td>
    <td><B>TGA Received Date</td>

</tr>
<%
    strSQLQuery = "select rmanumber, convert(char(12), rmdate, 1) as Date, "
    & _
        " convert(char(12), a.rec_date, 1) as rdate,
rship_date, tga_rec_date" & _
        " FROM RMAS a, customer_product b, customer c " & _
        " where a.customer_product_id =
b.customer_product_id and b.customer_id = c.customer_id " & _
        "and c.customer_id = " & session("Customer_Id")
%>
<!--- <%=strSQLQuery%> ---->
<%
    rs.Open strSQLQuery, conn, 3, 3
    if rs.EOF then
    else
    nCount= 0
    do until rs.eof
        nCount= nCount + 1
    %>
<tr>
    <td><A HREF="RMA_Info.ASP?RMANo=<%= rs("rmanumber") %>">
    <%= rs("rmanumber") %>&nbsp;</td>
    <td><A HREF="RMA_Info.ASP?RMANo=<%= rs("rmanumber") %>"><%= rs("Date")
%>&nbsp;</td>
    <td><A HREF="RMA_Info.ASP?RMANo=<%= rs("rmanumber") %>"><%=
rs("rship_date") %>&nbsp;</td>
    <td><A HREF="RMA_Info.ASP?RMANo=<%= rs("rmanumber") %>"><%= rs("rdate")
%>&nbsp;</A></td>
    <td><A HREF="RMA_Info.ASP?RMANo=<%= rs("rmanumber") %>"><%=
rs("TGA_Rec_Date") %>&nbsp;</A></td>
</tr>
<%

    rs.movenext
    loop
    rs.close
%>
<tr bgcolor="#ffffcc">
    <td colspan=7>
        <B>Total Record = <%= nCount %>
    </td>
</tr>
</table>

<%
    end if

```

|
8>


```

<!-- Start Header -->
<div ID="TBDownLevelDiv">
<table WIDTH="100%" CELLPADDING="0" CELLSPACING="0" BORDER="0"
BGCOLOR="#ffcc00">
<tr>
    <td VALIGN="TOP" HEIGHT="60" WIDTH="400" ROWSPAN="2">
        <font COLOR="#000000" FACE="Verdana, Arial" SIZE="2">Agent
Name:<%=session("AgentName") %><br>
        Date:<%= Date %>
    </td>
    <td VALIGN="TOP" HEIGHT="20" ALIGN="RIGHT">
        <img SRC="img/curve.gif" BORDER="0" WIDTH="18" HEIGHT="20">
    </td>
    <td BGCOLOR="#000000" HEIGHT="20" VALIGN="MIDDLE" ALIGN="RIGHT" NOWRAP
COLSPAN="2">
        <font COLOR="#FFFFFF" FACE="Verdana, Arial" SIZE="1">
        <b>
        <a STYLE="color:#FFFFFF;text-decoration:none" HREF="#"
onClick="return DoCustomerSearch()">
            &nbsp;&nbsp;&nbsp;<font COLOR="#FFFFFF">
            Search</font></a>&nbsp;&nbsp;&nbsp;<font COLOR="#FFFFFF">|</font>

        <font COLOR="#FFFFFF" FACE="Verdana, Arial" SIZE="1">
        <b>
        <a STYLE="color:#FFFFFF;text-decoration:none" onClick="return
NewCust()">
            &nbsp;&nbsp;&nbsp;<font COLOR="#FFFFFF">
            Add</font></a>&nbsp;&nbsp;&nbsp;<font COLOR="#FFFFFF">|</font>

        <a STYLE="color:#FFFFFF;text-decoration:none" HREF="#"
onClick="return DoCallTrack();">
            &nbsp;&nbsp;&nbsp;<font COLOR="#FFFFFF">
            Tracking</font>
        </a>&nbsp;&nbsp;&nbsp;<font COLOR="#FFFFFF">|</font>

        <font COLOR="#FFFFFF" FACE="Verdana, Arial" SIZE="1">
        <b>

```

```

        <!--A STYLE="color:#FFFFFF;text-decoration:none;cursor:hand"
HREF="softrequest.asp"-->
        <a STYLE="color:#FFFFFF;text-decoration:none;cursor:hand"
HREF="softwarerequest.asp">
        &nbsp;&nbsp;&nbsp;<font COLOR="#FFFFFF">
        Sale Order</font>
        </a>&nbsp;&nbsp;&nbsp;<font COLOR="#FFFFFF">|</font>

        <a STYLE="color:#FFFFFF;text-decoration:none" HREF="Logout.asp">
        &nbsp;&nbsp;&nbsp;<font COLOR="#FFFFFF">
        Logout</font>
        </a>&nbsp;&nbsp;&nbsp;<font COLOR="#FFFFFF">|</font>

        </b>
        </font>

    </td>
</tr>

<tr>
    <td VALIGN="TOP" HEIGHT="48" WIDTH="800" BGCOLOR="#ffcc00"
align="left">
        <table CELLPADDING="0" CELLSPACING="5" BORDER="0"
BGCOLOR="#ffcc00">
            <tr>
                <td>
                    <font COLOR="#0000FF" FACE="Verdana, Arial" SIZE="1">
                    Name:
                    </td>
                <td>
                    <%= session("Customer_Name") %>
                    </td>
                <td>
                    <font COLOR="#0000FF" FACE="Verdana, Arial" SIZE="1">
                    Customer ID:
                    </td>
                <td>
                    <%= session("Customer_Id") %>
                    </td>
                <td>
                    <font COLOR="#0000FF" FACE="Verdana, Arial" SIZE="1">
                    Customer Product ID:
                    </td>
                <td>
                    <%= session("Customer_product_Id") %>
                    </td>
                <td>
                    <font COLOR="#0000FF" FACE="Verdana, Arial" SIZE="1">
                    Customer Comapny ID:
                    </td>
                <td>
                    <%= session("Company_id") %>
                    </td>
                <td>
                    <font COLOR="#0000FF" FACE="Verdana, Arial" SIZE="1">
                    Part Warranty:
                    </td>

```

PALOALTO 61008 (2K)

PALOALTO 61008 (2K)


```

<html><head><title>Customer Information</title>

    <link rel=stylesheet type="text/css" href="main.css">
</head>
<body bgcolor="#FFFFFF" topmargin="0" leftmargin="0"
    link="#006699" marginwidth="0" marginheight="0" vlink="#006699"
    alink="#006699" text="#333333" onLoad="Init()">
<script language="javascript">
function Init()
{
    window.parent.parent.frames(0).document.all.Computer_Id.innerText ="<%=
Customer_product_id %>"
    window.parent.parent.frames(0).document.all.Call_Warranty.innerText
="<%= strCwar %>"
    window.parent.parent.frames(0).document.all.Part_Warranty.innerText
="<%= strPwar %>"
    window.parent.parent.frames(0).document.all.EW.innerText ="<%= strESA
%>"
    window.parent.parent.frames(0).document.all.Call_Count.innerText ="<%=
strNcall %>"
    window.parent.parent.frames(0).document.all.RMA_Count.innerText ="<%=
strNum %>"
}
function GoTo(where)
{
    window.location.hash=where;
}
function DoRMADetail(rma_no) {
    window.location.href ="RMA_Info.asp?RMANo=" + rma_no
}
function DoESADetail(Ext_Warr_Rec_Id) {
    window.location.href ="ext.asp?Ext_warr_no=" + Ext_Warr_Rec_Id
}
</script>
<B> Summary Record For Computer_Id: <%= Customer_Product_Id %></b>

<table border=0 width=600>
    <tr>
        <td>
            <!-------Begin ESA info Cell ----->
            <A NAME=ESAInfo></a>
            <B><font color="#3d9455">ESA Info:</b>

            <table border="1" align="center" bordercolor="#9fffb8" width=600
            cellspacing=0 cellpadding=2 bordercolordark=White bordercolorlight=Black>
            <tr bgcolor="#81c0c0">
                <td><font face="Arial" size="-1"><B>ESA No.</b></td>
                <td><font face="Arial" size="-1"><B>Status</b></td>
                <td><font face="Arial" size="-1"><B>Computer ID</b></td>
                <td><font face="Arial" size="-1"><B>Effective Date</b></td>
                <td><font face="Arial" size="-1"><B>Expiration Date</b></td>
                <td><font face="Arial" size="-1"><B>Detail</b></td>
            </tr>
            <%

```

```

        set rs = conn.execute("exec v_get_ext_warranty " & customer_Product_id)
        nCount= 0
        do until rs.eof
            nCount= nCount + 1
    %>
    <tr>
    <td><%= rs("Ext_Warr_No")%></td>
    <td><%= rs("Status")%></td>
    <td><%= Customer_product_Id %></td>
    <td><%= rs("Effective_Date")%></td>
    <td><%= rs("Expiration_Date")%></td>
    <td><Input Type="Button" value="Detail" onClick="DoESADetail('<%=
rs("Ext_Warr_Rec_Id")%>') "></td>
    </tr>
    <%
        rs.movenext
        loop
        rs.close
    %>
    <tr bgcolor="#ffffcc">
        <td colspan=7>
            <B>Total Record = <%= nCount %>
        </td>
    </tr>
</table>
<BR>
<!------- end ESA Cell ----->

        </td>
    </tr>
    <tr>
        <td>
<!-------Begin EscalationInfo info Cell ----->
<A NAME=EscalationInfo></a>
<B><font color="#3d9455">Escalation Info:</b>

<table border="1" Width=600 cellspacing=0 cellpadding=2 bordercolordark=White
bordercolorlight=Black>
<tr bgcolor="#81c0c0">
    <td><B>Escalation No</b></td>
    <td><B>Issue Date</b></td>
    <td><B>Ship Date</b></td>
    <td><B>Detail</b></td>
</tr>
<%
        set rs = conn.execute("exec v_get_escalation " & customer_product_id )

        nCount= 0
        do until rs.eof
            nCount= nCount + 1
    %>
    <tr>
        <td><B><%= rs("esnumber") %>&nbsp;</b></td>
        <td><B><%= rs("Date") %>&nbsp;</b></td>
        <td><B><%=rs("Ship_Date")%>&nbsp;</b></td>
        <td><Input Type="Button" value="Detail"
onClick="DoEscalationDetail('<%=rs("esnumber")%>') "></td>

```

```

</tr>
<%

        rs.movenext
        loop
        rs.close
%>
<tr bgcolor="#ffffcc">
    <td colspan=7>
        <B>Total Record = <%= nCount %>
    </td>
</tr>
</table>
<BR>
<!------- end EscalationInfo info Cell ----->

        </td>
    </tr>
    <tr>
        <td>
<!-------Begin Call History Cell ----->
<A NAME=CallHistory></a>
<B><font color="#3d9455">Call History:</b>
<table border="1" Width=600 cellspacing=0 cellpadding=2 bordercolordark=White
bordercolorlight=Black>
<tr bgcolor="#81c0c0">
    <td width=50><B>Date</td>
    <td width=70><B>Computer Id</td>
    <td width=220><B>Action</b></td>
    <td width=140><B>Problem Code</td>
    <td width=70><B>Record Type</td>
    <td width=50><B>Detail</td>

</tr>
<%
    total_record_per_page = 10
    display_style= ""
    set rs = conn.execute("exec v_get_call_history_ticket " &
Customer_Product_Id)

    nCount = 0
    page_num = 1
    id = "page" & page_num
    do until rs.eof

        if nCount >= total_record_per_page then
            display_style= " style='display:none'"
        end if

        if nCount mod 10 = 0 then
            id = "page" & page_num
            page_num = page_num + 1
        end if
    %>
<tr id=<%=id%> <%= display_style%>>
<td>

```



```

        <%= rs("rDate") %>&nbsp;
    </td>
    <td>
        <%= Customer_Product_Id %>&nbsp;
    </td>
    <td>
        <%= rs("Solution_Code") %>&nbsp;
    </td>
    <td>
        <%=rs("Problem_Code")%>
    </td>
    <td>
        <%= rs("Record_Type") %>&nbsp;
    </td>
    <td><input Type="Button" value="Detail" onClick="DoCHDetail(<%= rs("Rec_Id")
%>)"></td>

</tr>
<%
    nCount = nCount + 1
    rs.movenext
    loop
    rs.close

    if nCount > total_record_per_page then
        Response.write "<tr><td colspan=6 align=center><input type=button
value=""Prev"" onclick=""prev();"">"
        Response.write "<input type=button value=""Next""
onclick=""next();""></td></tr>"
    end if
%>

<SCRIPT LANGUAGE="JavaScript">
<!--
var curr_page = 1;
var total_page = <%= page_num - 1%>;
function prev(){

    if(curr_page - 1 == 0) {
        alert("Beginning of record.");
        return;
    }

    var page_len = eval("page" + curr_page + ".length");

    //hiding current page
    for(var i = 0; i < page_len; i++){

        eval("page" + curr_page + "[" + i + "].style.display = 'none'");
    }
    //display next page
    curr_page -= 1;
    page_len = eval("page" + curr_page + ".length");
    for(var i = 0; i < page_len; i++){
        eval("page" + curr_page + "[" + i + "].style.display = ''");
    }
}

```

```

}

function next(){
    if(curr_page + 1 > total_page) {
        alert("End of record.");
        return;
    }

    var page_len = eval("page" + curr_page + ".length");

    //hiding current page
    for(var i = 0; i < page_len; i++){

        eval("page" + curr_page + "[" + i + "].style.display = 'none'");
    }
    //display next page
    curr_page += 1;
    page_len = eval("page" + curr_page + ".length");
    for(var i = 0; i < page_len; i++){
        eval("page" + curr_page + "[" + i + "].style.display = ''");
    }
}
//-->
</SCRIPT>
<tr bgcolor="#ffffcc">
    <td colspan=7>
        <B>Total Record = <%= nCount %></b>
    </td>
</tr>
</table>
<!------- end Call History Cell ----->
<BR>
    </td>
</tr>
<tr>
    <td>
<!-------Begin RMA Info Cell ----->
<A NAME=RMAInfo></a>
<B><font color="#3d9455">RMA Info:</b>
<table border="1" Width=600 cellpadding=2 bordercolordark=White
bordercolorlight=Black>
<tr bgcolor="#81c0c0">
    <td><B>RMA No</td>
    <td><B>Issue Date</td>
    <td><B>Shipped Date</td>
    <td><B>Receieved Date</td>
    <td><B>TGA Received Date</td>
    <td><B>Detail</td>
</tr>
<%

set rs = conn.execute("exec v_get_rmas " & customer_product_id)

nCount = 0
do until rs.eof
    nCount= nCount + 1

```

```

%>
<tr>
  <td><%= rs("rmanumber") %>&nbsp;</td>
  <td><%= rs("Date") %>&nbsp;</td>
  <td><%= rs("rship_date") %>&nbsp;</td>
  <td><%= rs("rdate") %>&nbsp;</td>
  <td><%= rs("TGA_Rec_Date") %>&nbsp;</td>
  <td><Input Type="Button" value="Detail" onClick="DoRMADetail(<%= "'" &
rs("rmanumber") & "'" %>)"></td>

</tr>
<%

  rs.movenext
  loop
  rs.close

%>
<tr bgcolor="#ffffcc">
  <td colspan=7>
    <B>Total Record = <%= nCount %>
  </td>
</tr>
</table>
<!------- end RMA Info Cell ----->
<BR>
      </td>
    </tr>
    <tr>
      <td>
<!-------Begin Part Request Info Cell ----->
<A NAME=PartRequestInfo></a>
<B><font color="#3d9455">Part Request Info:</b>
<table border="1" Width=600 cellpadding=2 bordercolordark=White
bordercolorlight=Black>
<tr bgcolor="#81c0c0">
  <td><B>Request Id</td>
  <td><B>Order Date</td>
  <td><B>Ship Date</td>
  <td><B>Detail</td>
</tr>
<%

  set rs = conn.execute("exec v_get_part_request " & customer_product_id)

  nCount= 0
  do until rs.eof
    nCount= nCount + 1
%>
<tr>
  <td><%= rs("Request_Id") %>&nbsp;</td>
  <td><%= rs("Odate") %>&nbsp;</td>
  <td><%= rs("sdate") %>&nbsp;</td>
  <td><Input Type="Button" value="Detail" onClick="DoPRDetail(<%= "'" &
rs("Request_Id") & "'" %>)"></td>

</tr>
<%

```

```

        rs.movenext
    loop
    rs.close
%>
<SCRIPT LANGUAGE="JavaScript">
<!--
function DoPRDetail(req_id){
    window.location.href = "part_info.asp?requestid=" + req_id;
}
//-->
</SCRIPT>
<tr bgcolor="#ffffcc">
    <td colspan=7>
        <B>Total Record = <%= nCount %>
    </td>
</tr>
</table>
<!------- end Part Request Info Cell ----->
<br>
<B><font color="#3d9455">Pay For Support Info:</b>
<!------- BEGIN PAY FOR SUPPORT INFO Cell ----->
<table align="center" border=1 width=600 cellspacing=0 cellpadding=2
bordercolorlight=Black bordercolordark=White>
<%
        set rs = conn.Execute ("v_get_payforsupport_info " &
session("Customer_Id"))
%>
<tr bgcolor="#81C0C0" style='font-weight: bold'>
    <td>Sale Order No</td>
    <td>Approve Date</td>
    <td>Sale Type</td>
    <td>Status</td>
    <td>Description</td>
    <td>Price</td>
    <td>Agent Name</td>
</tr>
<!--<%=strSQLQuery%>-->

<%

        nCount= 0
        do until rs.eof
            nCount= nCount + 1
            strfirst = rs("first_name")
            strlast = rs("last_name")
            strname = strfirst & " " & strlast

            if rs.EOF then
                else

%>

    <tr>
    <td><%=rs("sale_order_no")%>&nbsp;</td>
    <td><%= rs("adate") %>&nbsp;</td>
    <td><%= rs("sale_type") %>&nbsp;</td>
    <td><%= rs("status") %>&nbsp;</td>

```

```
<td><%= rs("description") %>&nbsp;</td>
<td><%= rs("total_price") %>&nbsp;</td>
<td><%= strname %>&nbsp;</td>
</tr>

<%
    end if
    rs.movenext
    loop
    rs.close

    Response.Write CHR(13) & "<tr bgcolor=#FFFFCC><td colspan=7><B>Total
Record: " & ncount & "</b></td></tr></table>" & CHR(13)
%>
<!------- END PAY FOR SUPPORT INFO Cell ----->

        </td>
    </tr>
</table>
</BODY></HTML>
```



```
<!--begin Parts Shipping Section-->
```

```
<tr>
<td colspan=2>&nbsp;</td>
</tr>
```

```
<tr>
<td><font face="arial" size="4"><a name="shipping">Parts Shipping
Data</a></td>
</tr>
```

```
<TR>
<td><font face="arial" size="2">Parts Shipping Date:</TD>
<td><font face="arial" size="2"><%= rs("pship_date") %>&nbsp;</TD>
</tr>
```

```

<TR>
<TD><font face="arial" size="2">Shipping Agent ID:</TD>
<td><font face="arial" size="2"><%= rs("pship_agent_id") %>&nbsp;</TD>
</tr>

<TR>
<TD><font face="arial" size="2">Shipping Agent Name:</TD>
<td><font face="arial" size="2"><%= rs("pship_agent") %>&nbsp;</TD>
</tr>

<tr>
<td><font face="arial" size="2">Shipped By:</TD>
<td><font face="arial" size="2"><%= rs("pship_shipper") %>&nbsp;</td>
</TR>

<TR>
<td><font face="arial" size="2">Shipping Method:</TD>
<td><font face="arial" size="2"><%= rs("pship_ship_method") %>&nbsp;</TD>
</TR>

<TR>
<td><font face="arial" size="2">Tracking Number:</TD>
<td><font face="arial" size="2"><%= rs("pship_tracking_number")
%>&nbsp;</TD>
</TR>

<!--end Parts Shipping Section-->

<!--begin Receiving Section-->

<tr>
<td colspan=2>&nbsp;</td>
</tr>

<tr>
<td><font face="arial" size="4"><a name="receive">Receiving Data</a></td>
</tr>

<TR>
<td><font face="arial" size="2">Receiving Date:</TD>
<td><font face="arial" size="2"><%= rs("rec_date") %>&nbsp;</TD>
</tr>

<TR>
<TD><font face="arial" size="2">Receiving Agent ID:</TD>
<td><font face="arial" size="2"><%= rs("rec_agent_id") %>&nbsp;</TD>
</tr>

<TR>
<TD><font face="arial" size="2">Receiving Agent Name:</TD>
<td><font face="arial" size="2"><%= rs("rec_agent") %>&nbsp;</TD>
</tr>

<tr>

```

```
<td ><font face="arial" size="2">Shipped By:</TD>
<td ><font face="arial" size="2"><%= rs("rec_shipper") %>&nbsp;</td>
</tr>

<TR>
<td><font face="arial" size="2">Model Name Matched:</TD>
<td><font face="arial" size="2"><%= rs("rec_modelname_matched") %>&nbsp;</TD>
</tr>

<TR>
<td ><font face="arial" size="2">Serial Number Matched:</TD>
<td ><font face="arial" size="2"><%= rs("rec_serialnumber_matched")
%>&nbsp;</TD>
</tr>

<TR>
<td ><font face="arial" size="2">Part Number:</TD>
<td ><font face="arial" size="2"><%= rs("rec_part_no") %>&nbsp;</TD>
</tr>

<tr>
<td ><font face="arial" size="2">Accessories Received:</TD>
<td ><font face="arial" size="2"><%= rs("accessories") %>&nbsp;</td>
</tr>

<TR>
<td><font face="arial" size="2">Condition:</TD>
<td><font face="arial" size="2"><%= rs("rec_condition") %>&nbsp;</TD>
</tr>

<tr>
<td ><font face="arial" size="2">Condition Comments:(if Problem)<br>
(255 Characters Max.)</TD>
<td ><font face="arial" size="2"><%= rs("rec_condition_comment")
%>&nbsp;</TD>
</TR>

<!--end Receiving Section-->
```



```

<%
    Response.buffer=True
    strCustomerName = Request.FORM("CustomerName")
    strCustomerId = Request.FORM("CustomerId")
    strProductId = Request.FORM("model")
    strSerial = Request.FORM("serial")
    strmonitor_serial = Request.FORM("monitor_serial")
    strMM = Request.FORM("MM")
    strDD = Request.FORM("DD")
    strYY = Request.FORM("YY")
    strPurchase = strMM & "/" & strDD & "/" & strYY
    strpurchase_store = Request.FORM("purchase_store")
    strprice = Request.FORM("price")
    If strprice = "" then
        strprice = 0
    end if

    strAgentId = Request.FORM("AgentId")

    set conn = server.CreateObject ("ADODB.Connection")
    conn.Open Application("DBConn")

    Set rs = Server.CreateObject("ADODB.Recordset")

    strSQLQuery = "SELECT * FROM Customer_Product WHERE Serial_No =
'" & strSerial & "'"
    rs.OPEN strSQLQuery, conn, 3, 3
    if Not rs.EOF then
%>
<center>This Serial Number already exists! Please Click <a
href="newproduct.asp?Customer_Id=<%=strCustomerId%>&Customer_Name=<%=st
rCustomerName%>">HERE</a> to GO BACK!
<%=strCustomerName%>
<%
    Response.End
    end if

    Set oCmd = Server.CreateObject("ADODB.Command")

    oCmd.ActiveConnection = conn
    oCmd.CommandText = "NewProduct"      'Name of SP
    oCmd.CommandType = 4                 'adCmdStor

    '1 customerId
    Set oTmp = oCmd.CreateParameter("customer_id", 3, 1, 4,
strCustomerId)
    oCmd.Parameters.Append oTmp

    '2 @Serial varchar(50),
    Set oTmp = oCmd.CreateParameter("Serial_No", 200, 1, 50,
strSerial)
    oCmd.Parameters.Append oTmp

```

```

'3 @Model          int
Set oTmp = oCmd.CreateParameter("Product_id", 3, 1, 4,
strProductId)
oCmd.Parameters.Append oTmp

'4 @MonitorSerial varchar(50),
Set oTmp = oCmd.CreateParameter("Monitor_Serial_No", 200, 1, 50,
strmonitor_serial)
oCmd.Parameters.Append oTmp

'5 @store          varchar(50),
Set oTmp = oCmd.CreateParameter("Store_Id", 200, 1, 50,
strpurchase_store)
oCmd.Parameters.Append oTmp

'6 @PurchaseDate varchar(50),
Set oTmp = oCmd.CreateParameter("Purchase_Date", 200, 1, 50,
strPurchase)
oCmd.Parameters.Append oTmp

'7 @Price          varchar(30),
Set oTmp = oCmd.CreateParameter("Purchase_Price", 200, 1, 30,
strprice)
oCmd.Parameters.Append oTmp

'8 @AgentId int,
Set oTmp = oCmd.CreateParameter("Agent_Id", 3, 1, 4, strAgentId)
oCmd.Parameters.Append oTmp

'8 @Customer_Product_Id int out
Set oCustP = oCmd.CreateParameter("Customer_Product_Id", 3, 2,
15)
oCmd.Parameters.Append oCustP
oCmd.Execute

set conn = nothing

'Set oCmd = Nothing

Response.Redirect "custform.asp?Customer_Id=" & strCustomerId
%>
<script language="javascript">
//window.close();
window.open("cusform.asp?Customer_Id=<%=strCustomerId%>","_top");
</script>

```